

first

first financial bank

2021

Corporate Social Responsibility Report



We help our clients learn, enjoy, and succeed, more. Everyone here genuinely cares. We help our clients live fully in the moment, but we also help them be prepared for the future. After all, helping our clients means helping our communities improve and grow.

Who We Are

At First Financial we are committed to conducting business in accordance with our Corporate Strategy, which defines why we exist, and our Corporate Strategic Intent, which defines what we believe in.

Why We Exist

We exist to be a positive influence to help our clients and communities thrive.

What We Believe In

1

Our Company

We are confident in our collective abilities and believe that lives are made better by our existence.

2

Whole-Life Balance

Our associates should experience wellbeing in all areas of their lives.

3

Being In-It Together

Our team-based approach means we are all in it together—we collaborate and innovate to improve the lives of others.

4

Mutual Respect

We seek out, value and respect differences in opinion, expertise and experiences.

5

Doing the Right Thing

We do the right thing for each other, our clients, our communities and shareholders.



table of contents

- 1 About First Financial Bank
- 2 Letters to Stakeholders
- 4 About This Report
- 5 Community
- 16 Employees
- 25 Environment
- 29 Governance

Community

- 6 **ALIVE** Community Development Strategy
- 8 Community Investments – Donations
- 9 United Way
- 10 Financial Literacy Initiatives
- 11 Employee Volunteering
- 12 Community Benefits Plan – Goals and Progress
- 13 Lending
- 14 Community Rooms and Impact Assessments
- 15 COVID-19 Community Response and CRA Rating

Employees

- 17 Training and Education & Programs for Enhancing Employee Skills
- 18 Programs for Enhancing Leadership and Networking Skills
- 19 Wellbeing, Career Development, and Financial Wellness
- 20 Employee Turnover and Employee Engagement
- 21 Diversity, Equity and Inclusion
- 24 Listening Sessions and Pay Equity

Environment

- 26 Climate Change and Digitalization of Banking Services
- 27 Sustainable Investments
- 28 Commitment to the Environment

Governance

- 30 Culture
- 31 Code of Conduct/Ethics Training, Risk Management, and Whistleblower Policy
- 32 Board Tenure and Board Diversity
- 33 Board Committees' Independence
- 34 Governance Best Practices and Shareholder Engagement
- 35 Data Security

about First Financial Bank

\$16.0B

in assets

\$9.4/\$12.7B

loans/deposits

\$4.9B

wealth management

1.54%

Adj. PTPP ROAA¹



NASDAQ: **FFBC**

Headquarters: **Cincinnati, Ohio**

Founded: **1863**

Banking Centers: **139**

Employees: **2,026**

Market Cap: **\$2.3B** (12/31/21)

Dividend Yield: **3.8%** (12/31/21)

TCE Ratio: **8.21%**

Lines of Business

- **Commercial and Industrial Lending, Treasury and Capital Markets**
- **Retail Banking**
Consumer, Small Business
- **Mortgage Banking**
- **Wealth Management/Affluent Banking**
- **Investment Commercial Real Estate**
- **Commercial Finance**

Brands

- **Bannockburn Global Forex**
- **First Franchise Capital**
- **Oak Street Funding**
- **Summit Funding Group**
- **Yellow Cardinal Advisory Group**



¹ Non-GAAP financial measure which management believes facilitates a better understanding of the Company's financial condition.

dear fellow stakeholders

The foundational roots that support First Financial Bank run deep. Since our establishment in 1863, those roots have helped create and sustain a long history of excellent financial performance, service to our communities, commitment to our clients and employees, and positive returns for our shareholders. Accountability is but one of the characteristics we've always held dear as a company, and it continues to shape our approach to business and inform each decision we make.

It is with that precept as a backdrop that we proudly share our first Corporate Social Responsibility (CSR) report. This report documents our company's CSR efforts and transparently displays our accountability to a broad base of stakeholders—including investors, clients, associates, suppliers and communities—and to our planet.

Stewardship is expected of any successful financial services company. Yet, being good stewards isn't something we aspire to or ask others to consider—it's what we do every day, and what we expect from each other. It's an inclusive culture of ethical business, principled behavior, and acting responsibly to protect the resources with which we are entrusted.

We have a deep commitment to corporate social responsibility at First Financial, and that commitment extends across our organization, from our associates to our Board of Directors. We have developed protocols and standards, and have dedicated resources to ensure we live up to the high bar of accountability that our stakeholders expect. This year, we announced the appointment of Roddell McCullough to the newly created role of Chief Corporate Responsibility Officer. Roddell is the first person to serve in this position for the bank and will lead our initiatives in community development; corporate governance; diversity, equity and inclusion; and sustainability.

While we take this moment to celebrate our CSR efforts, we must recognize there is work yet to do. With the help of our dedicated associates, who continue to serve as a source of our pride, we have the utmost confidence in our abilities to realize our objectives. We welcome any feedback as we continue to progress on our CSR journey.



Archie M. Brown
Archie M. Brown
President & Chief Executive Officer



Claude Davis
Claude Davis
Board Chair





dear fellow stakeholders

It is with a great deal of pride that we present First Financial Bank's 2022 Corporate Social Responsibility Report (CSR). While this marks the Bank's first CSR report, this is a journey that began long ago. Our commitment to being a responsible citizen was fundamental to the First Financial identity from the day this company was founded, as Archie and Claude referenced in their letter. Today, with the publication of this report, we continue to build upon that framework.

For the past six years, we have shared the outcomes of our efforts in our annual Community Development reports. In 2021, we made the strategic decision to expand our reporting to include the broader material aspects of CSR, in addition to our community development initiatives. The ascension of CSR as a critical component of how companies are perceived and valued in today's world made this an easy decision...and it's simply the right thing to do.

We are pleased to share the well-established governance standards that reflect our commitment to principled business practices and appropriate behavior from associates, management, and the Board of Directors. Our report highlights environmental initiatives such as vendor programs and facility management efforts that promote responsible business practices and relationships, drive more efficient and eco-friendly uses of our resources, and reduce negative impacts on our environment. We note our advancements in Diversity, Equity & Inclusion through programs, policies, and activities that create inclusivity in our workplace, while celebrating differences of thought, background, opinions, and experiences. And, we disclose our community development efforts with a focus on promoting access to banking services, lending and investments in our communities, inclusion for all, volunteerism, and financial education and wellness.

Those who know us will read this report and recognize common themes: being a positive influence, committed to those we serve, and proudly local. For those who are learning about us for the first time, we look forward to sharing insights into who we are and what we stand for. We have much to celebrate. The strides we've made are significant and are possible through the tireless efforts of the associates with whom I'm proud to work alongside. I look forward to sharing our progress in future reports and to helping build a better tomorrow.

A handwritten signature in black ink that reads "Roddell McCullough".

Roddell McCullough
Chief Corporate Responsibility Officer



about this report

The 2021 Corporate Social Responsibility (CSR) report, the first of its kind for First Financial Bank, covers a wide range of topics including governance and ethics; sustainability and environmental; community engagement; client service; associate growth and development; and diversity, equity and inclusion. First Financial works to understand needs, offer financial solutions and resources in order to make lives better.

Foundations of corporate social responsibility and environmental, social and governance (ESG) are integrated and rooted within the policies, procedures, and principles of First Financial. These help define our culture and inform the decisions we make. The bank incorporates strong corporate governance, enterprise risk and compliance, audit and enterprise-wide risk management controls. We are excellent managers of risk, responsible corporate citizens, and careful allocators of capital. First Financial exists to be a positive influence to help our clients and communities thrive. We invest in our people by providing them with the tools and support to be their best,

and by creating an inclusive, equitable workplace that encourages engagement and development, resulting in more best days at work. Our genuine care for our clients is reflected in providing relevant and customized solutions, responsively and with ease as we are friends, leaders and neighbors. We are proudly local, accessible, and knowledgeable with bankers and advisers who live in, are involved in and make decisions that positively impact the communities we serve.

The data in this report is accurate as of December 31, 2021, unless otherwise noted. In addition, we have been informed by other reporting standards and guidance, such as the Sustainability Accounting Standards Board (SASB). A separate index, available [here](#), maps our disclosures related to SASB indicators and recommendations. First Financial Bank's financial information is available on our [Investor Relations](#) page at bankatfirst.com.

Additional Resources

[Corporate Social Responsibility \(CSR\) website](#)
[Corporate Annual Report](#)
[Proxy Statement](#)
[Corporate Governance Principles](#)
[Code of Ethics for the CEO and Senior Financial Officers](#)
[Code of Conduct](#)
[Investing in our Communities \(CRA\)](#)
[First Financial Foundation](#)



Community

First Financial Bank provided exceptional support to our clients and communities throughout 2021 while introducing new innovations, developing effective teams and driving improved business efficiencies. With demands brought on by the COVID-19 pandemic, our teams followed health and safety protocols and embraced new ways of doing business, all while making a positive difference at home, work and within our local communities. We lived up to our own high standards of delivering outstanding client service while responding to changing conditions in our economy. First Financial Bank's commitment to our communities included an Outstanding CRA rating, \$4.3M in support from the bank and the First Financial Foundation, a new Corporate Responsibility strategy, Financial Literacy programs, \$742,000 pledged by associates in the United Way giving campaign and over 11,000 volunteer hours.



ALIVE

community development strategy

To help lead our community development efforts, First Financial Bank implemented the **ALIVE** community development strategy in 2015. At First Financial, we believe there's always an opportunity to help others succeed, whether that involves offering sound financial recommendations to our clients or investing in the economic growth and stability of the communities where we live and work. Providing access to financial independence is a core value we hold true, which inspires us to support the financial needs of individuals, families and businesses in the markets we serve.



ACCESS
to banking services
and capital



LENDING
in the community



INVESTING
in local initiatives
and the community



INCLUSION
with involvement and
empowerment of all



VOLUNTEERING
our time



EDUCATION
through facilitating
opportunities to increase
financial literacy

Supplier Diversity and Philanthropy

Supplier Diversity

First Financial Bank continues to focus on serving the communities we operate in by providing access to banking services, but also by seeking out diverse vendors to provide products and services to the bank.

Why It Matters

When everyone in our communities has the opportunity to achieve financial success, then every member of that community wins. This is why First Financial Bank made the commitment for a minimum of 10% of our sourceable business opportunities to be with diverse vendors that are qualified minority-owned, women-owned, veteran-owned, or disability-owned businesses.

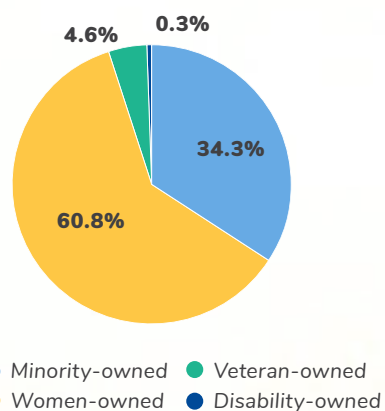
How We Manage It/Who's Responsible

First Financial Bank has built a Supplier Diversity function that is responsible for working in the industry and community to identify qualified vendors, and to match those vendors with our various lines of business for consideration.

Our Community Development team monitors and reports our progress on an ongoing basis. Those results are shared with executive management team and the board of directors.

Our Performance

During 2021, First Financial Bank sourced 31.7% (or \$5,699,434) of business opportunities with diverse vendors:



This represents a 54.4% increase in spending compared to 2020.

Philanthropy

Serving our communities is part of First Financial Bank's culture. Philanthropic donations are investments in individuals and communities in order to create positive outcomes. First Financial Bank invests in organizations that offer services that enable or foster economic growth, stability, and neighborhood revitalization.

Why It Matters

When communities thrive, we thrive. Our associates, customers and other stakeholders all benefit from vibrant and productive communities.

How We Manage It/Who's Responsible

First Financial Bank's Community Development team monitors the distribution of bank and First Financial Foundation funds in a manner that serves all of the communities in which we do business. We are specifically focused on Neighborhood Development, Workforce Development & Education, as well as Culture and Arts and with organizations that seek to improve outcomes for low- and moderate-income individuals and communities.



Community Investments–Donations

The Foundation

The First Financial Foundation was established at the end of 2017 with the purpose of supporting programs and organizations that enhance and develop the communities in which we do business. We particularly focus on low-income communities, prioritizing: neighborhood development, workforce development and education, and culture and the arts. The First Financial Foundation is a private foundation, with all funds being contributed directly by First Financial Bank for distribution by the Foundation board of directors.



Neighborhood Development

\$1,498,984

33 Total Grants



Workforce Development and Education

\$968,403

51 Total Grants



Culture and Arts

\$170,000

5 Total Grants

**first
financial
foundation**

\$2,637,387

distributed by First Financial Foundation in 2021

The Bank

Through financial investments, in-kind services, sponsorships, and donations, First Financial Bank invests in organizations and communities to foster economic growth, stability, and neighborhood revitalization.

Cash and In-Kind Donations

\$1,728,403

was made in cash donations/ sponsorships or was donated in-kind to non-profit 501(c)(3) organizations

\$4,365,784 donated by First Financial Bank and First Financial Foundation in 2021



United Way Campaign

community

At First Financial, we strive to be an outstanding community partner that makes a meaningful difference through our leadership and involvement in each community. Supporting the United Way's annual campaign is one of the most impactful ways we can demonstrate this commitment. United Way directly connects to the very core of who we are and what we believe. First Financial exists to be woven into the communities we serve, and this is an example of us providing resources to make lives better.

First Financial conducted a two-week United Way campaign in 2021 and 62% of our associates pledged a donation for 2022.

\$741,560

pledged by associates



Financial Literacy Initiatives



In 2021, we launched Your Money, Own It, a series of free webinars and in-person classes led by our associates giving people the tools and confidence to invest in themselves. Financial education topics in Your Money, Own It include banking basics, budgeting for everyone, maximizing your credit score, considering homeownership, retire easily and more. For those who cannot make it to a class, First Financial offers self-guided learning tools at bankatfirst.com, free to access at any time. In addition, FFB's Flourish with First blog contains content specifically dedicated to financial wellness. We welcome all to read our dedicated blog content focused on topics such as building an emergency savings fund, choosing a savings account, improving your credit score and more added regularly.

First Financial has financial education materials available for use by associates. FFB offered financial workshops that addressed the learning needs for all ages, from early education through college, as well as older adults and special needs individuals. FFB's workshops included:

- **FDIC Money Smart:** A comprehensive financial education curriculum designed to help low- and moderate-income individuals outside the financial mainstream enhance their money management skills and create positive banking relationships, budgeting and purchase planning, protecting credit and identity, savings, investing and financial planning.
- **First Financial Bank School Bank Program:** A tool for community outreach, financial education, and marketing that encourages elementary, middle, and high school students to take an interest in saving and banking. The at-school program allows students to use a real savings account and provided a hands-on experience with banking tools.
- **American Bankers Association (ABA), Safe Banking for Seniors:** A tool to empower FFB's aging clients and communities with the facts, tools and resources they need to bank more securely.



As part of First Financial's Worklife program, First Financial platform, "Invest in YOU," continued to provide financial education to employees of prospective business clients. First Financial also makes this platform available to internal associates.

Finally, First Financial associates, through its school bank program, partnership with Junior Achievement, and other school programs, supported financial education to students primarily in school districts that are greater than 51% free and reduced lunch.

Financial Literacy Initiatives, by Age

Age Range	Number of Participants	Number of Hours of Teaching
12 and under	4,355	190.25
13-17	8,087	294.75
18-34	1,314	79
35-54	2,546	128.5
55 and Older	3	1
Age Not Provided	Not Tracked	100
Total Number of Participants and Hours Taught	16,305*	798.6

14,987 participants participated in financial literacy initiatives for unbanked, underbanked, or underserved customers

* Figure only includes participants in formal program settings

give FIRST

Our Give First program provides our employees with volunteer time to help make others lives better. To demonstrate our commitment to this important community endeavor, First Financial offers up to 8 hours of paid time off to full-time associates for volunteer activities during scheduled work hours (up to 4 hours for part-time associates). Our Give First platform serves as a tracking system to capture the volunteer efforts of our associates. Associates can easily submit volunteer hours and track details of the various events in which they participate. Participation in volunteer activities continues to be a focus for the organization, and we are very proud of our associates' commitment to community service and the benefits derived from it.

11,791

employee volunteer hours in 2021

5.62

average volunteer hours per employee

Board Service

Number of Associates Serving on Boards	Number of Boards	Number of Hours Served
206	280	4,235



Community Benefits Plan – Goals and Progress

In July 2018, we entered into a five year \$1.75 billion Community Benefits Agreement with the National Community Reinvestment Coalition (NCRC) and related partner organizations, focuses on lending and investments to low- and moderate-income (LMI) clients and census tracts. The agreement also complements our **ALIVE** strategy, through which we invest significant resources in our community development plan.

We have substantially fulfilled our commitments outlined in the Benefits Agreement, but will continue to focus on projects and new partnerships to exceed these initial goals. Our five-year goals and current progress are as follows:

	5-Year Goal	Progress Through Last Year (%)	Progress Through Last Year (Value)
Mortgage Lending	\$510,000,000	126.7%	\$646,026,907
Small Business Lending	\$750,000,000	91.1%	\$683,310,838
Community Development Lending and Investments	\$450,000,000	281.9 %	\$1,268,686,114
Philanthropy	\$8,500,000	175.5 %	\$14,921,727
Marketing	\$1,000,000	71.2 %	\$711,856
New LMI Financial Center Locations*	8	62.5%	5

* 28.6% of all financial centers are located in LMI communities

149.8% of goal through end of 2021



Lending

Community Development Lending

Our community development lending provides financing to help create and retain employment opportunities, apartment housing projects and other mixed-use developments.

Small Business Lending

Small businesses are critical to the health of our communities, and that's why we're committed to lending to small businesses in low- and moderate-income urban and rural communities.

Mortgage Lending

Our mortgage lending programs meet the needs of borrowers who require greater underwriting flexibility, the use of non-traditional credit history information and gifts or grants to assist with down payments and closing costs.



Community Development Loans by State

State	Number of Loans	Value of Loans
Ohio	31	\$88,192,247
Illinois	0	0
Indiana	16	\$42,175,421
Kentucky	5	\$16,200,000
Other	3	\$9,699,027
Total	55	\$156,266,695

Small Business Loans by State

State	Number of Loans	Value of Loans
Ohio	2,833	\$328,131,000
Illinois	104	\$14,368,000
Indiana	2,676	\$263,401,000
Kentucky	414	\$43,718,000
Other	278	\$76,642,000
Total	6,305	\$726,260,000

Mortgages Issued to LMI Borrowers and Census Tracts

State	Number of Mortgages Issued	Value of Mortgages Issued
Ohio	1,355	\$213,661,220
Illinois	40	\$3,153,610
Indiana	1,617	\$169,029,520
Kentucky	722	\$82,482,790
Other	30	\$15,151,874
Total	3,764	\$483,479,010

Community Rooms and Impact Assessments

Community Rooms

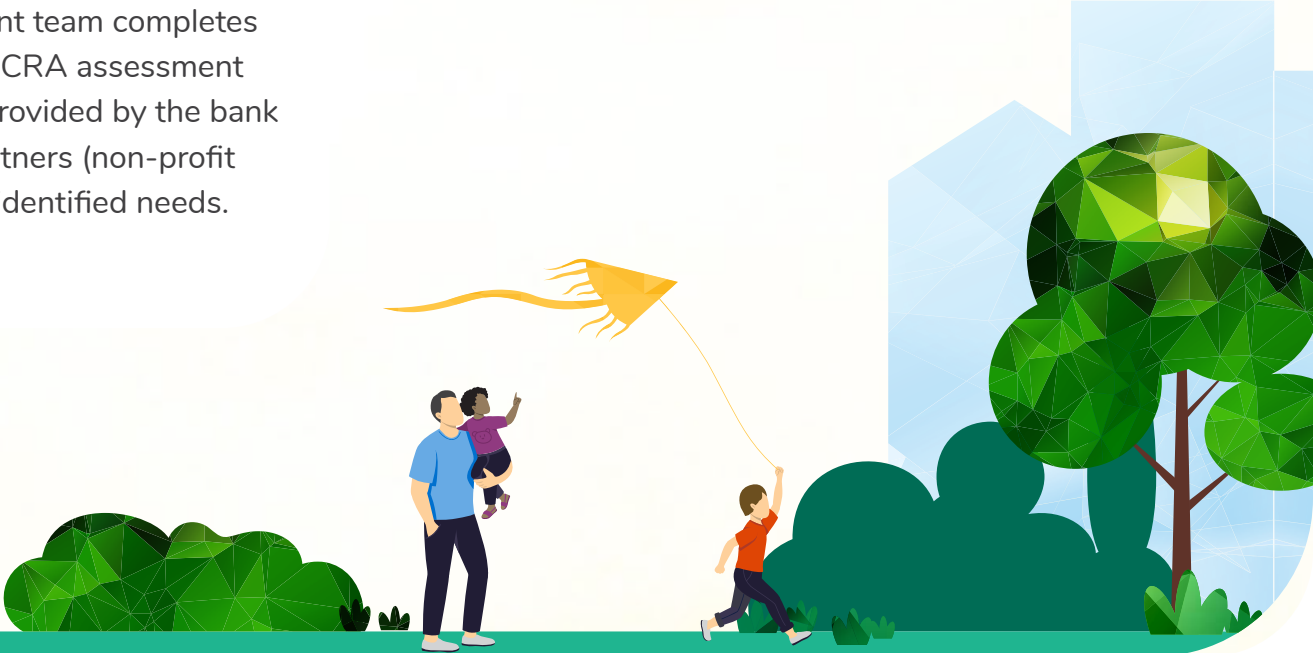
First Financial has 29 locations with community room space. The space allows for people in the community to come in to work on their computers or host meetings and events. The spaces are free of charge to use and are open to the public. They are mostly utilized by local non-profits and community organizations.

Impact Assessments

The First Financial Community Development team completes an annual needs assessment of each of its CRA assessment areas to ensure the services and support provided by the bank to the community and with community partners (non-profit 501(c)(3) organizations) is consistent with identified needs.

Community Rooms

29 rooms
1,826 hours reserved



COVID-19 Community Response and CRA Rating

COVID-19 Community Response

In response to COVID-19 (Coronavirus), First Financial Bank and the Foundation immediately responded to the needs of our clients. We announced a relief fund for local communities, modified products to reduce fees, deferred loan and credit card payments, strengthened our digital capabilities, and began providing loan modifications (approximately \$2 billion, or 20% of the loan book) to small business and commercial clients to help them remain viable. First Financial Bank assisted business clients with PPP lending throughout 2020 and 2021, totaling over \$1.2 billion. The First Financial Bank Foundation gave 59 donations to local community organizations providing COVID-19 relief services, totaling \$1,052,000.

Direct support was provided to our low- and moderate-income, majority minority, and distressed census tracts within our footprint. This included:

- Direct mail postcards to more than 100,000 clients
- Organizational touchpoints
- Personal client care calls by financial centers
- Webinars
- Almost 1 million people reached through print media/newspaper
- Social media and blog posts across all channels, covering topics such as FFB’s COVID approach and protocols, hardship relief options, PPP and stimulus checks
- Email and digital advertising



Outstanding CRA Rating

First Financial Bank earned the highest overall rating of Outstanding from the Federal Reserve Board for its performance under the Community Reinvestment Act (CRA) to meet the credit needs of the people and businesses in its communities. The top rating comes after a broad evaluation of First Financial’s lending, investment and service levels from 2017-2020, specifically benefitting customers that meet income guidelines or reside in low- and moderate-income (LMI) census tracts.

The Outstanding rating is achieved by only a small number of banks (less than 10%). The Federal Reserve’s evaluation cited multiple factors supporting the top rating for First Financial, including:

- The bank’s excellent record of serving the credit needs of low-income individuals and areas and very small businesses
- Acting often in a leadership position in providing an excellent level of qualified community development investments and donations
- Retail delivery systems that are accessible to geographies and individuals of different income levels and businesses of different revenue sizes

[Learn More →](#)



Employees

We invest in our associates by providing tools and support to be their best, and by creating an inclusive, equitable workplace that encourages engagement and development, resulting in more best days at work. Our investment in leadership and development programs is intended to provide managers and associates with the assistance to sharpen their existing abilities while providing access to new skills, training and guidance to grow personally and professionally.



Training and Education & Programs for Enhancing Employee Skills

Training and Education

At First Financial, our training programs focus on career development, onboarding new associates, security, and compliance. While many training topics are required based on role, we offer a variety of topics associates can access for their own development. In 2021, we offered on-the-job skills, leadership, associate engagement, unconscious bias, personal development, and career development training. Our security training comprises both physical and cybersecurity, and our compliance training centers around regulations, policies, and procedures.

Why It Matters

Investing in our people is one of the four pillars of our strategic plan. The Learning & Organizational Development (L&OD) team helps create more best days at work by providing opportunities for all associates at First Financial to be developed, engaged, and inspired.

Our Performance

We monitor success of our programs on a monthly scorecard by recording participation and evaluation results.

Our 2021 Annual Compliance Training was comprised of a total of 84,282 training assignments of which 99.6% were completed by the end of the year.

99.6%

compliance
training
completion



Programs for Enhancing Employee Skills

Impact Mentoring Program

The IMPACT Mentoring Program is open to all associates and is intended to help associates further their development through networking, skill enhancement and coaching. These partnerships are peer to peer and last, on average, 6-12 months.

Leadership Programs

• **External Leadership Development Program:** The program provides sponsorship and leadership development opportunities to high performing associates interested in growing their leadership acumen.

• **LEAD Program:** The LEAD (Leadership, Engagement, Accountability, Development) program provides management and leadership training along with development opportunities to selected associates demonstrating a commitment to furthering their career as a leader and/or manager at First Financial Bank. In 2021, 25 associates participated in the program.

On average,

16%

of associates participated in the
IMPACT Program in 2021

69%

of Leadership program
participants are women



Programs for Enhancing Leadership and Networking Skills

First Professionals empowers and encourages professional development of associates. By championing Business Resource Groups (BRGs), First Professionals provides education, leadership, and networking opportunities. Below are the First Financial Bank Business Resource Groups available to all associates:

first | professionals

Fit Focused Balanced – Committed to encouraging and inspiring associates to embrace challenge and grow themselves physically, socially, and emotionally. We offer learning opportunities through various platforms where associates may interact on subjects on personal health, financial fitness and life balance. We work to strengthen commitments for positive growth and change.



Military Veterans+ (MVP) – Cultivate a community centered around comradery, veteran support, and community involvement for those who have served in the US military as well as any FFB employee who has family and/or friends who have served or has a general appreciation of military veterans' service.



Women at First – We empower, support and lead the women in our organization through development, awareness and learnings, inherent to the unique challenges that lie in the advancement of female leaders.



Respecting Ourselves and Others Together (ROOT) – Respects, values and celebrates the diversity in our workforce, clients and community. We aim to facilitate opportunities to engage and interact with associates in order to foster an environment of acceptance and inclusion, which deepens our client relationships, and through volunteerism, we connect with the diverse communities that we serve.



Wellbeing, Career Development, and Financial Wellness



Wellbeing Program

Investing in our People is a key part of our strategic intent. First Financial Bank is pleased to provide a wellbeing program that supports associates in their efforts to be healthy, happy and prosperous. The program includes different aspects of physical wellbeing, financial wellbeing, social wellbeing, community wellbeing and purpose wellbeing.

Eligible employees are able to earn wellbeing incentives, including a contribution to an employee's HSA, a PTO day and/or a Live Well reimbursement.



61%
of employees participated
in the program

Career Development

413
internal recruitments

43%
of positions were filled
by internal candidates

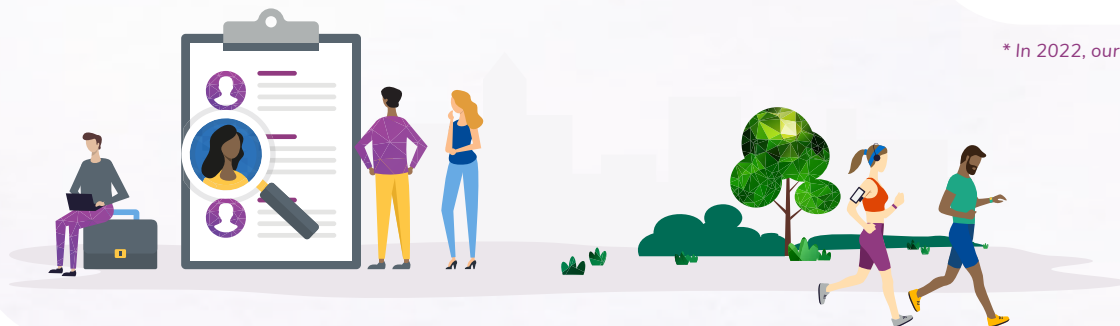
Financial Wellness

401(k) Plan
86.5%
of bank associates
participate in the
401(k) plan

Pension Plan
5%
associates receive 5%
of eligible annual pay

Minimum Starting Wage
\$15.25*
1.5%
of employees paid at
the minimum starting
wage rate

* In 2022, our minimum starting wage was raised to \$18



Employee Turnover and Employee Engagement

Employee Turnover

Although turnover has run higher than the previous year, we continue to assess programs, associate engagement, and other items that will help support retention of our associates.

	Total Number	Rate in Percentage
Employee Turnover	399	19.6%
Voluntary Employee Turnover		16.4%
Involuntary Employee Turnover		3.1%



Employee Engagement

Associates are asked to complete a voluntary survey that measures associate satisfaction and helps us build better associate engagement. The “You First” survey is administered by Gallup. Overall engagement is in Gallup’s 58th percentile, compared to other companies administering the survey in their second year.

1,860

associates voluntarily completed the “You First” survey

91%

completion/response rate for the “You First” survey

78%

are satisfied with FFB as a place to work

81%

indicated they have the opportunities to do their best work everyday



As an employer in our communities, we work to eliminate bias and build equality. To us, this means we are an organization that attracts, develops, and engages exceptional people. We provide associates with equal access to resources and development opportunities. Inclusion is more than a policy, it's who we are.

As a financial institution in our communities, we deliver financial services and financial opportunity equally to all people in our community. We invest in products and services that are specifically designed to help build and repair those who might be struggling financially. Financial opportunity is critical in achieving and reaching potential, pursuing dreams and improving lives.

As a member of our communities, we work to eliminate bias by supporting organizations and causes that work to serve, to make special efforts to uplift under-served people—in an active pursuit of equality for all people in our community.

Unconscious Bias Training

In 2021, 90% of our associates completed Unconscious Bias virtual training sessions. The content was developed by Franklin Covey and delivered by certified FFB associates.

Part 1 | **Unconscious Bias Training**
 96 sessions offered,
 totaling 285 hours

Part 2 | **Unconscious Bias Training**
 98 sessions offered,
 totaling 291 hours

Diversity and Inclusion Training

In 2021, 1,860 associates completed the annual Diversity and Inclusion at First Financial eLearning. 269 new associates completed the Diversity and Inclusion at First Financial eLearning during their onboarding.



99%
 of employees, or 2,129,
 have completed diversity
 and inclusion training

Employees by Gender

All Associates	Number of Employees	Percentage of Employees*
Female	1,301	64.8%
Male	705	35.1%

Employees by Employment Category, by Gender

Executives/Senior Managers	Number of Employees	Percentage of Employees*
Female	33	22.9%
Male	111	77.1%

Mid-level Managers	Number of Employees	Percentage of Employees*
Female	135	41.2%
Male	193	58.5%

Non-Managerial Associates	Number of Employees	Percentage of Employees*
Female	1,129	73.7%
Male	403	26.3%

Employees by Self-Identification – Veterans

Number of Employees	Percentage of Employees*
44	2%

Employees by Ethnic/Racial Group

All Associates	Percentage of Employees*
African-American	6.2%
American-Indian	0.2%
Asian	1.8%
Caucasian/White	86.6%
Hispanic/Latino	2.2%
Native Hawaiian	0.1%
Pacific Islander	0.2%
Two or More Races	1.3%
Total – Number of Workforce, Racial/Ethnic Minorities	237
Total – Percentage of Workforce, Racial/Ethnic Minorities	11.8%

* Percents might not equal 100% due to rounding



Employees by Employment Category, by Ethnic/Racial Group

Executive/Senior Managers	Percentage of Employees*
African-American	1.4%
American-Indian	0.0%
Asian	0.0%
Caucasian/White	93.6%
Hispanic/Latino	2.1%
Native Hawaiian	0.7%
Pacific Islander	0.0%
Two or More Races	0.0%
Total – Percentage of Workforce, Racial/Ethnic Minorities	4.3%

Non-Managerial Associates	Percentage of Employees*
African-American	6.4%
American-Indian	0.2%
Asian	1.8%
Caucasian/White	86.4%
Hispanic/Latino	2.2%
Native Hawaiian	0.2%
Pacific Islander	0.0%
Two or More Races	1.3%
Total – Percentage of Workforce, Racial/Ethnic Minorities	12.0%

Mid-level Managers	Percentage of Employees*
African-American	2.7%
American-Indian	0.0%
Asian	3.3%
Caucasian/White	90.8%
Hispanic/Latino	0.6%
Native Hawaiian	0.0%
Pacific Islander	0.0%
Two or More Races	1.2%
Total – Percentage of Workforce, Racial/Ethnic Minorities	7.7%

* Percents might not equal 100% due to rounding





Listening Sessions

In 2020, the organization added Diversity, Equity and Inclusion (DEI) as a strategic goal. To help identify and establish priorities within this goal, our CEO held listening sessions in which associates were encouraged to openly express their perspectives on our climate and culture around the topics of Diversity, Equity, and Inclusion...not only within our workforce, also within the community. In these sessions, associates discussed many topics, including racial equity, hiring practices, workplace bias, FFB culture, organizational progress and the creation of an inclusive and accepting workplace. Based on these listening sessions, a Diversity Council, made up of bank associates, was created to ensure continuous, long-term improvements.



Pay Equity

Goals of the Review Were To:

- Determine whether gender, race/ethnicity are statistically significant drivers of pay at FFB;
- Identify individuals who receive more/less pay than expected given legitimate factors influencing pay.

Why This Matters

We want to ensure that individuals working for First Financial are being treated equitably and remunerated based on their knowledge and skills.

How We Manage It/Who's Responsible

Our annual pay equity review is performed by a third-party, in coordination with our HR and Legal teams. HR also manages a robust job evaluation process and incentive plan governance, and provides a sound salary grade structure and pay grade monitoring to ensure we remain aligned with movement in the market.

Our Performance

Our 2021 pay equity study showed strong gender and minority/racial pay equity.

Pay Equity Percentage

99.9%
percentage of basic salary and of women to men

100.1%
percentage of basic salary and of ethnic/racial group



Environment

First Financial Bank is committed to conducting business safely and sustainably. We are dedicated to leading the transition to a sustainable future, including a focus on environmental stewardship, social progress and inclusion, and values-based and transparent governance. Our environmental commitment and long-term values are rooted within the local communities we serve.



Climate Change and Digitalization of Banking Services

Climate Change

As a good corporate citizen, First Financial Bank takes seriously our responsibility to the environment and have implemented strategies to help reduce our impact on it.

Why It Matters

First Financial Bank believes that our communities thrive when our environment thrives.

How We Manage It

We enhanced our digital offerings, allowing clients to reduce travel and paper, including enhanced mobile and online banking, online account opening processes and online remote loan origination capabilities.

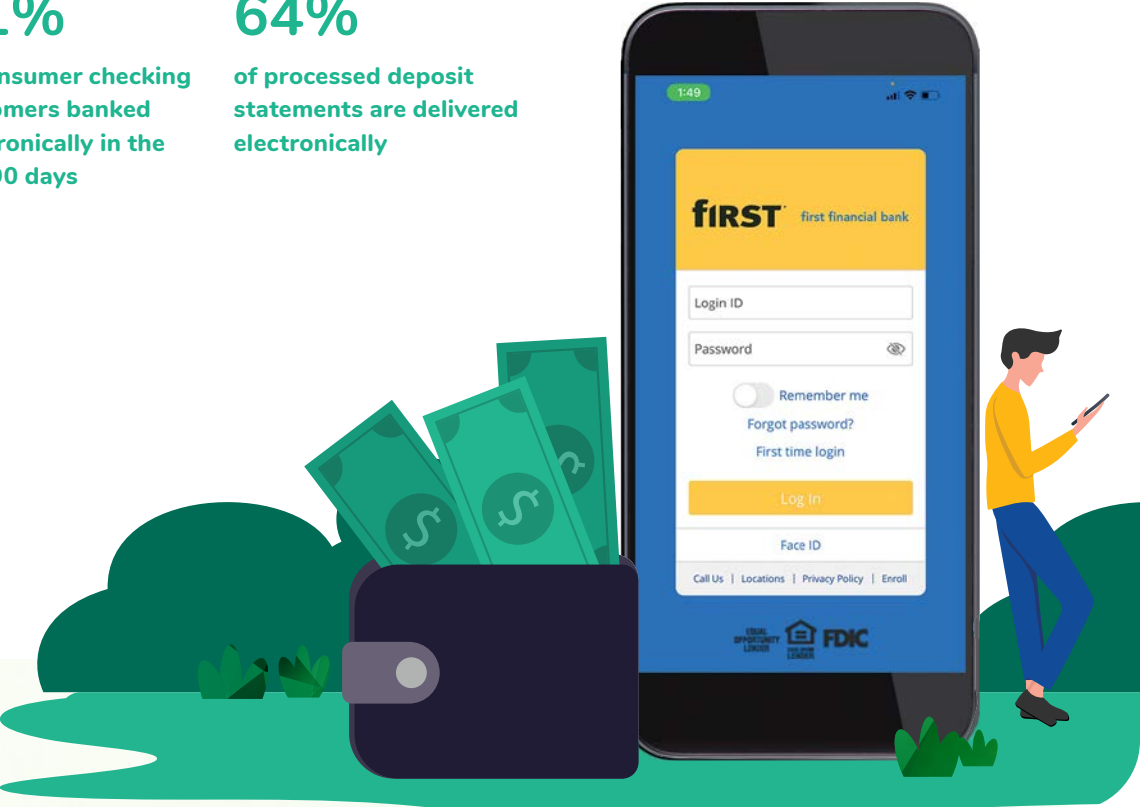
Digitalization of Banking Services

Out of the 438,000 total deposit (consumer and commercial) statements processed, 282,000 are delivered electronically (64%). This number could include clients with multiple statements, with some being delivered electronically and others being mailed.



61%
of consumer checking customers banked electronically in the last 90 days

64%
of processed deposit statements are delivered electronically



Sustainable Investments

Sustainable investing, also called socially responsible investing, means considering environmental, social and corporate governance factors before contributing money and resources to a particular company or venture. The goal for First Financial is, whenever possible, to use investment dollars to promote positive community impact, corporate responsibility, and long-term financial return.

\$1,764,051,400
invested in sustainable industries

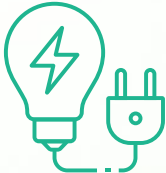
Environmental	\$ 284,782,131
Clean Water and Wastewater Management	\$ 38,762,521
Green Designation	\$ 100,163,107
Green Energy	\$ 95,374,701
Green Infrastructure	\$ 2,409,656
Green Transportation	\$ 44,609,441
Local Economic Development	\$ 2,115,339
Promote Health and Safety	\$ 1,347,369
Social	\$ 1,479,269,268
Access to Quality Education	\$ 122,881,198
Affordable Housing and Homebuying Programs	\$ 826,351,316
Healthcare Industries	\$ 387,959,527
Local Economic Development	\$ 31,699,126
Minority Depository	\$ 2,500,000
Promote Health and Safety	\$ 16,981,476
Reduction in Poverty/Hunger	\$ 11,185,543
Small Business Investment	\$ 79,711,082
Grand Total	\$ 1,764,051,400



First Financial Bank securely shredded and recycled 220.680 short (US) ton(s) [441,360.010 Pounds] of paper.



498,736.08 kWh
Electricity Saved



319,544
CO₂ Emissions
Avoided



1,103.4 yd³
Landfill Space
Conserved



3,703
Trees Preserved



6,049,059.48 Mgal
Gallons of Water Saved

Governance

Good stewardship stems from an inclusive culture of ethical business and behavior. Each of us has an opportunity—and a responsibility—to wisely manage the resources available to us every day. Our individual actions are guided by the bank’s commitment to ethics, inclusivity and accountability. As an institution trusted to protect the financial assets and personal data of our clients, we do everything possible to understand, control and mitigate risk, both inside the company and from outside sources.



Culture

We exist to be woven into the communities we serve. To understand needs and offer financial solutions and resources in order to make lives better. As friends, leaders and neighbors, we are accessible and knowledgeable. We are local bankers and advisors who live in, are involved in, and make decisions that positively impact the communities we serve.

Why It Matters

It is a reflection of who we are as a company. It's how we see ourselves as an employer of choice, an expert financial resource and a good corporate citizen. This is who we are and why we're here.

How We Manage It/Who's Responsible

We are excellent managers of risk, responsible corporate citizens, and careful allocators of capital, proud of our heritage and connected to the concerns of today, making a positive impact on the clients and communities we serve. Each of us has an opportunity—and responsibility—to wisely manage the resources available to us every day. Our individual actions are guided by the bank's commitment to ethics, inclusivity and accountability.

Our Performance

Our consistent approach to financial management has kept us competitive

through prosperous times and in moments of crisis—most recently, serving as a stabilizing force for clients and communities as we responded to a global pandemic. By successfully managing risk and financial performance, we can achieve top-quartile results when compared with our peers.

Corporate Vision Statement

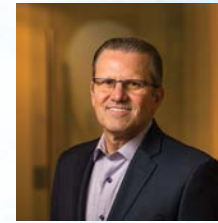
What do we aspire to be? The best of the best!

- A highly desired place to work
- Loyal client base (brand loyalty and reputation)
- Outstanding community partner
- Top-quartile financial performer
- Risk excellence

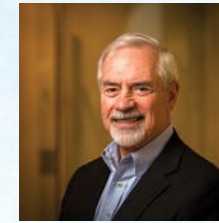
First Financial Bank's Board of Directors



Archie M. Brown



Claude E. Davis



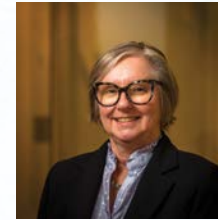
William G. Barron



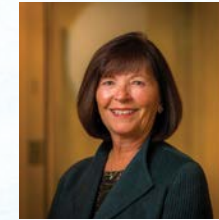
Vincent A. Berta



Cynthia O. Booth



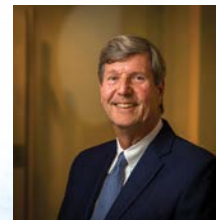
Corinne R. Finnerty



Susan L. Knust



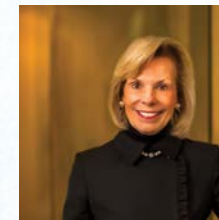
William J. Kramer



John T. Neighbours



Thomas M. O'Brien



Maribeth S. Rahe

Code of Conduct/Ethics Training, Risk Management, and Whistleblower Policy

Code of Conduct/Ethics Training

In 2021, 1890 existing associates completed the Annual Code of Conduct Acknowledgment, 151 completed the Mortgage Sales Associate Code of Ethics Acknowledgment and 310 new associates completed the Code of Conduct Acknowledgment during their onboarding orientations.



99.9%
percentage of
employees who
completed the Code
of Conduct/Ethics
training

Risk Management

First Financial considers risk to be any issue that could have an adverse impact on the Company's capital or earnings, or negatively impact the Company's ability to meet its objectives. First Financial manages risks through a structured Enterprise Risk Management (ERM) approach that routinely assesses the overall level of risk, identifies

specific risks and evaluates the steps being taken to mitigate those risks. First Financial continues to enhance its risk management capabilities and has, over time, embedded risk awareness into the Company's culture.

Stress Testing

FFB performs voluntary, semi-annual capital stress testing that leverages the credit models initially developed for Current Expected Credit Losses (CECL), as well as econometric and value-based driver modeling of deposits and other components of pre-tax, pre-provision income. Referred to internally as DFAST-Lite, this approach to capital stress testing produces full financial statements under the Moody's baseline, Moody's severely adverse, and the (Federal Reserve Board) FRB alternate severe economic scenarios to assess the impact of changing economic environments on the Consolidated and bank regulatory capital levels.

Whistleblower Policy

Our Whistleblower Policy establishes a procedure for associates of both First Financial Bank and its affiliates to report concerns without fear of retaliation. The basic principles of the

Whistleblower Policy are as follows:

- Associates concerned have a choice between a number of channels for reporting incidents and communication and in some cases, they are able to bypass the main channels for reporting incidents if these prove inappropriate;
- Associates are not, under any circumstances, subject to reprisals for reporting incidents;
- Associates who report incidents in good faith are protected and their identity, insofar as possible, remains confidential;
- Reported incidents are verified in the appropriate manner and in accordance with the policy, and, if they are confirmed, the Company takes all necessary steps to identify appropriate remedies;
- The basic rights of any person implicated by the reported incidents are respected, whilst ensuring that the procedures provided for are effective. The Chief Internal Auditor monitors submissions to the Whistleblower Hotline and Whistleblower Website, and responds to every allegation and reports the status of all submissions

to the Audit Committee on a quarterly basis. For the year ended 2021 and to date in 2022, the Company has not received any submissions that would meet the definition of a whistleblower allegation.



Board Tenure and Board Diversity

Board Tenure

11 years

average Board tenure and Board tenure of independent Board members

Board Independence

9 of 11

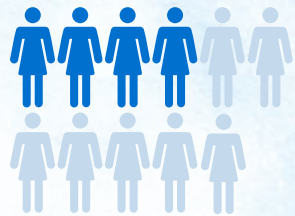
independent Board members

Board Diversity

Board Gender Diversity

4/36%

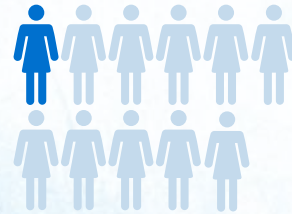
female Board members



Board Racial/Ethnic Diversity

1/9%

ethnically diverse Board members



Board Committees' Independence

Audit Committee

The Audit Committee reviews our internal control systems to manage and monitor financial reporting and accounting risk with management and our internal audit department.

4
independent committee
members

100%
of independent committee
members

Risk & Compliance Committee

The Enterprise Risk and Compliance Committee assists the Board in overseeing enterprise-wide risks, including credit, regulatory compliance, market, operational, technology, legal, strategic, and reputation risks.

3
independent committee
members

75%
of independent committee
members

Compensation Committee

The Executive Compensation Committee evaluates, with our senior officers, risks posed by our incentive compensation programs and seeks to limit any unnecessary or excessive risks these programs may pose to us, in order to avoid programs that might encourage such risks.

3
independent committee
members

100%
of independent committee
members

Governance & Nominating Committee

The Corporate Governance and Nominating Committee oversees our corporate governance functions.

4
independent committee
members

100%
of independent committee
members

Governance Best Practices and Shareholder Engagement

Corporate Governance

Our corporate governance policies and structures, summarized below and discussed in more detail in the Proxy Statement, reflect our commitment to strong ethical practices while producing excellent results for shareholders.

Governance Summary

Size of Board	11
Number of Independent Director Nominees	9
Average Age of Director Nominees	65
Average Tenure of Director Nominees	11
Number of Female Directors	4
Number of Ethnically Diverse Directors	1
Meetings of the Board in 2021	13
Meetings of the Independent Directors in 2021	9
Annual Election of Directors	Yes
Majority Voting in Uncontested Director Elections	Yes
Separate Chair, CEO and Lead Independent Director	Yes
Corporate Governance Standards Reviewed Annually	Yes
Annual Board and Committee Evaluations	Yes
Director Over-Boarding Limits	Yes
Board Orientation and Director Education Programs	Yes
Independent Board Compensation, Governance and Audit Committees	Yes
Board Oversight of Environmental, Social and Governance Programs	Yes
Codes of Conduct for Board and all Associates	Yes
Stock Ownership Guidelines for Board and Executive Officers	Yes
Anti-Hedging and Pledging Policy	Yes
Clawback Policy	Yes
Whistleblower Policy	Yes

Shareholder Engagement

We reached out to our largest shareholders to request feedback.

Percent of Shareholders Contacted

54%

which includes the 50 largest shareholders in the company

27%

of shareholders met with Company representatives



Data Security

Data Security

Cybersecurity, data security, and customer privacy are among the top enterprise risks for First Financial Bank, as with any financial services company. The bank recognizes customer trust is one of our most important assets and maintaining that trust is paramount to our success. First Financial Bank has made, and continues to make, significant investment in process, people, and technology to protect customer data and privacy.

Why It Matters

A robust information security program is needed to maintain the trust and confidence of current and future customers. Keeping our customers' information safe, and enabling secure access to the fiscal and credit systems is a responsibility for First Financial Bank. Having a mature data protection program reduces the bank's risk of compromise, reduces recovery costs if an incident were to occur, and is an important area of oversight and governance for our regulators.

How We Manage It/Who's Responsible

The Board of Directors has the ultimate responsibility to ensure the Company implements and maintains an effective Information Security and Data Protection Program. The Board of Directors has charged the Chief Information Security Officer with the responsibility to determine the necessary course of action to ensure this directive is managed in an effective and consistent manner of the entire organization.

The Chief Information Security Officer chairs the Cyber Security Risk Committee, which is made up of senior leaders from the bank's lines of business and operational departments. This Committee reviews and approves policies, operational capabilities, and the overall risk rating of the organization.

Our Performance

Bank cyber security risks are monitored through a set of tiered metrics and (Key Risk Indicator) KRIs. The top tier of five metrics are reviewed quarterly by the Board Risk and Compliance Committee.



first

first financial bank

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bankatfirst.com

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